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PTO/SB/21 (6-98)

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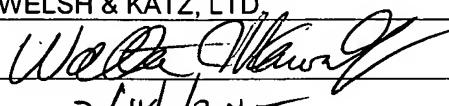
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<b>TRANSMITTAL FORM</b>  <i>(to be used for all correspondence after initial filing)</i>		Application Number	10/659,809
		Filing Date	September 11, 2003
		First Named Inventor	Anthony J. Dezonno et al.
		Group Art Unit	2644
		Examiner Name	Not yet assigned
Total Number of Pages in This Submission	8	Attorney Docket Number	95CR008/90458

### ENCLOSURES (check all that apply)

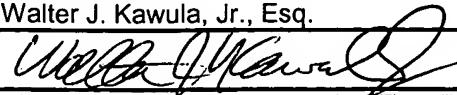
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<input type="checkbox"/> Response to Missing Parts/Incomplete Application		
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53		
Remarks		TITLE OF INVENTION: Method And System For Establishing Voice Communications Using A Computer Network

### SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual Name	Walter J. Kawula, Jr., Esq. WELSH & KATZ, LTD.
Signature	
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95CR008/90458

**THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re continuation application of:

Applicants: Dezonno, et al.

Confirmation No. 5267

Serial No.: 10/659,809

Group No.: 2644

Filed: September 11, 2003

Examiner: Not yet assigned

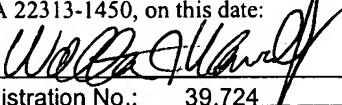
For: Method And System For Establishing  
Voice Communications Using A  
Computer Network

Attorney

Docket No.: 95CR008/90458

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Sir:

In accordance with 37 C.F.R. §§ 1.56, 1.97 and 1.98, applicants submit the following statement consisting of:

- I. A list of U.S. Patents.
- II. A list of Publications (and attached Form PTO-1449).
- III. General Remarks.

Additional copies of documents which were cited by the Patent Office or provided to the Patent Office in application nos. 09/910,160, 08/426,533; 09/019,090; and/or 09/399,528 on which the present application relies for a filing date pursuant to 35 U.S.C. §120, are not enclosed. See 37 C.F.R. §1.98(d).

I. U.S. PATENTS

<u>U.S. Patent No.</u>	<u>Issue Date of Patent</u>	<u>Name of Inventor (s)</u>
4,653,090	March 24, 1987	Charles C. Hayden
4,809,272	February 28, 1989	Torgrim et al.
4,837,798	June 06, 1989	Cohen et al.
4,866,758	September 12, 1989	Karl A. Heinzelmann
4,930,152	May 29, 1990	Patrick A. Miller
5,029,200	July 02, 1991	Haas et al.
5,040,208	August 13, 1991	Charles H. Jolissaint
5,155,761	October 13, 1992	Daniel D. Hammond
5,181,236	January 19, 1993	La Valle et al.
5,185,782	February 09, 1993	Thirunarayanan Srinivasan
5,206,903	April 27, 1993	Kohler et al.
5,268,957	December 07, 1993	Albrecht
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5,333,266	July 26, 1994	Boaz et al.
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"The Voice of Technology", Credit World, vol. 82, No. 6 pp. 20-23, July, 1994 by Kuehn, Richard A. (379/265).

"Telecommunications Buyers Guide and Directory". Editor & Publisher, vol. 127, No. 7, pp. 29TC-38TC, February, 1994.

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"Aspect Telecomm: Aspect Integrates the Web into the Call Center to Deliver New Level of Customer Service", M2 Presswire, August, 1996.

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NTT REVIEW - Vol. 3, No. 4, July 1991 - pp. 37-43, Special Feature: New Multimedia ISDN Terminals, "A New Teleconsultation Terminal System Using ISDN", authors - Kiyoshi Kabeya, Akihiro Tomishisa, Sueharu Miyahara, (7 pages), publication.

UIST '91 - Hilton Head, South Carolina, November 11-13, 1991, "Embedded Buttons: Documents as User Interfaces", author - Eric A. Bier, Xerox Palo Alto Research Center, Palo Alto, CA., pp. 45-53, (9 pages), publication.

Business Communications Review, April 1991 - Voice Processing - "Networking Voice Processing with Database Access" author, Arthur M. Rosenberg, (4 pages) publication.

NTT REVIEW, Vol. 3, No. 5, September 1991, Special Feature (1): Visual Communications Services for VI&P - "The Expansion of CAPTAIN Services" authors, Hiroyuki Hagiwara and Yukio Terayama, pp. 36-40 (5 pages) publication.

Proceedings - ACM SIGUCCS User Services Conference XXII, Meet the Shadowy Future, Ypsilanti, Michigan, October 16-19, 1994, "HDD: A HELPDESK DATABASE", author, Linda Littleton, pp. 205-210 (5 pages) publication.

ACM SIGCOMM "87 WORKSHOP, Frontiers in Computer Communications Technology, Stowe, Vermont, August 11-13, 1987, COMPUTER COMMUNICATION REVIEW, Vol. 17, Number 5, Special Issue - "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication", authors, L.F. Ludwig, and D.F. Dunn, Bell Communications Research, pp. 283-291 (9 pages) publication.

Association for Computing Machinery - The Compute Society of the IEEE, Conference on Office Information Systems, Palo Alto, California, March 23-25, 1988, "An Experimental Multi-Media Bridging System", authors, E.J. Adeo, A.B. Dayao, A.D. Gelman, V.F. Massa, Bell Communications Research, pp. 236-242 (7 pages) publication, edited by Robert B. Allen.

UIST '91 - Hilton Head, South Carolina, November 11-13, 1991, "Buttons as First Class Objects on an X Desktop", authors - George G. Robertson, D. Austin Henderson, Jr., Stuart K. Card, Xerox Palo Alto Research Center, Palo Alto, CA. pp. 35-44, (10 pages) publication.

SOFTWARE-PRACTICE AND EXPERIENCE, Vol. 21(11), pp. 1165-1187 (November 1991), "Perly-UNIX with Buttons" author, Richard Hesketh, Computing Laboratory, University of Kent at Canterbury, Canterbury, Kent CT2 7NF, United Kingdom, publication Received on 24 April 1990, publication Revised on 18 January 1991, Published 1991 by John Wiley & Sons, Ltd. (23 pages).

British Telecommunications Engineering, Vol. 13, July 1994, "Call Centres-Doing Better Business by Telephone", author Martin Bonner, pp. 128-132 (5 pages) publication.

TELECONNECT January 1994 - TESTDRIVE- "SUN SOLUTIONS' SHOWME 2.0 - REALLY COOL DESKTOP CONFERENCING", author Patricia A. Staino, pp. 46,48 (2 pages) publication.

NTT REVIEW, Vol. 3, No. 4, JULY 1991, Special Feature: New Multimedia ISDN Terminals, "Advanced Videophone System Using Synchronized Video Filing Equipment - Telewindow Shopping System-" authors, Masahiko Hase, Shuji Kawakubo, Mineo Shoman, pp. 29-36 (8 pages) publication.

1994 IEEE GLOBECOM - San Francisco, CA., Nov. 28-Dec. 2, 1994, THE ESSAI TELESHOPPING SYSTEM: "An Example Of A Broadband Multimedia Application" authors, Franco Mercalli, Roberto Negrini, pp. 572-576 (6 pages) publication.

Dr. Dobb's Journal, November 1993 - NETWORKED SYSTEMS - "A NetWare Chat Utility - Understanding IPX programming" author, Eduardo M. Serrat, pp. 60-64, 67-69, 100, 102 (7 pages), publication.

"Enhanced CU-SeeMe", author, Robert Rustici, Chapter One, pp. 16-30, Chapter Three, pp. 49-69, 78-87, Copyright 1995 by Zero In Technologies, Inc., Published by MIS Press - a subsidiary of Henry Holt & Co., Inc., - First Edition-1996, (55 pages) publication.

### III. GENERAL REMARKS

It is respectfully requested that the above-listed patents and publications be given consideration by the Examiner and made of record in the subject patent application.

Respectfully submitted,  
WELSH & KATZ, LTD.

By



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March 14, 2005

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		<p><b>Application Number</b></p> <p><b>Filing Date</b></p> <p><b>First Named Inventor</b></p> <p><b>Art Unit</b></p> <p><b>Examiner Name</b></p>	<p>10/659,809</p> <p>September 11, 2003</p> <p>Anthony J. Dezonno et al.</p> <p>2644</p> <p>Not yet assigned</p>
<b>Sheet</b>	1	of	3
		Attorney Docket Number	

## U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number - Kind Code <sup>2</sup> (if known)			
		US-4,653,090	03/24/1987	Charles C. Hayden	379/204
		US-4,809,272	02/28/1989	Torgrim et al.	379/386
		US-4,837,798	06/06/1989	Cohen et al.	379/88.14
		US-4,866,758	09/12/1989	Karl A. Heinzelmann	379/94
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		US-5,029,200	07/02/1991	Haas et al.	379/88.18
		US-5,040,208	08/13/1991	Charles H. Jolissaint	379/209
		US-5,155,761	10/13/1992	Daniel D. Hammond	379/67
		US-5,181,236	01/19/1993	La Vallee et al.	379/88.22
		US-5,185,782	02/09/1993	Thirunarayanan Srinivasan	379/67
		US-5,206,903	04/27/1993	Kohler et al.	379/309
		US-5,268,957	12/07/1993	Albrecht	379/67
		US-5,311,574	05/10/1994	Konstantin Livanos	379/88
		US-5,323,445	06/21/1994	Nakatsuka	348/15
		US-5,333,266	07/26/1994	Boaz et al.	379/93.15
		US-5,408,518	04/18/1995	Yunoki	379/67
		US-5,425,091	06/13/1995	Hugh S. Josephs	379/201
		US-5,448,626	09/05/1995	Kajiya et al.	379/88.13

## FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	
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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>				Application Number	10/659,809
Sheet	2	of	3	Filing Date	September 11, 2003
				First Named Inventor	Anthony J. Dezonno et al.
				Art Unit	2644
				Examiner Name	Not yet assigned
				Attorney Docket Number	95CR008/90458

<b>OTHER ART - NON PATENT LITERATURE DOCUMENTS</b>					
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T <sup>6</sup>
		"The Voice of Technology", Credit World, vol. 82, No. 6 pp. 20-23, July, 1994 by Kuehn, Richard A. (379/265).			
		"Telecommunications Buyers Guide and Directory". Editor & Publisher, vol. 127, No. 7, pp. 29TC-38TC, February, 1994.			
		"Internet Dialtone: I'd Rather Switch than Fight", Telemedia News & Views Newsletter, vol. 3, No. 10, October, 1995.			
		"Aspect Telecomm: Aspect Integrates the Web into the Call Center to Deliver New Level of Customer Service", M2 Presswire, August, 1996.			
		IBM Technical Disclosure Bulletin - March 1994, "Method for Optimal Return of Calls", pp. 67-68, (2 pages, publication printed from the Internet web site at <a href="http://www.delphion.com/t dbs/tdb?&amp;order=94A+60794">http://www.delphion.com/t dbs/tdb?&amp;order=94A+60794</a> ).			
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		NTT REVIEW - Vol. 3, No. 4, July 1991 - pp. 37-43, Special Feature: New Multimedia ISDN Terminals, "A New Teleconsultation Terminal System Using ISDN", authors - Kiyoshi Kabeya, Akihiro Tomishisa, Sueharu Miyahara, (7 pages), publication.			
		UIST '91 - Hilton Head, South Carolina, November 11-13, 1991, "Embedded Buttons: Documents as User Interfaces", author - Eric A. Bier, Xerox Palo Alto Research Center, Palo Alto, CA., pp. 45-53, (9 pages), publication.			
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		NTT REVIEW, Vol. 3, No. 5, September 1991, Special Feature (1): Visual Communications Services for VI&P - "The Expansion of CAPTAIN Services" authors, Hiroyuki Hagiwara and Yukio Terayama, pp. 36-40 (5 pages) publication.			
		Proceedings - ACM SIGUCCS User Services Conference XXII, Meet the Shadowy Future, Ypsilanti, Michigan, October 16-19, 1994, "HDD: A HELPDESK DATABASE", author, Linda Littleton, pp. 205-210 (5 pages) publication.			
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		Association for Computing Machinery - The Compute Society of the IEEE, Conference on Office Information Systems, Palo Alto, California, March 23-25, 1988, "An Experimental Multi-Media Bridging System", authors, E.J. Adeo, A.B. Dayao, A.D. Gelman, V.F. Massa, Bell Communications Research, pp. 236-242 (7 pages) publication, edited by Robert B. Allen.		
		UIST '91 - Hilton Head, South Carolina, November 11-13, 1991, "Buttons as First Class Objects on an X Desktop", authors - George G. Robertson, D. Austin Henderson, Jr., Stuart K. Card, Xerox Palo Alto Research Center, Palo Alto, CA, pp. 35-44, (10 pages) publication.		
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